Process Definition

Process Area:

Server / Application Hosting Request Review and Approval

Process Title:

Server / Application Hosting Review and Approval Process (SAHRAP)

Overview:

As part of the Navy's overall IT Asset Management strategy, SAHRAP will capture and track server and application hosting additions to provide the foundation for a coordinated enterprise approach to server consolidation. SAHRAP will also support the asset management functions that are necessary for effectively managing IT costs and optimizing IT asset performance.

The ability to track IT asset data expenditures along with contract and financial data will provide the Navy with valuable information that can be shared across Navy organizations. This information will help to optimize Enterprise Licensing Agreements and contract management by linking Navy contracts with asset tracking data. This ensures efficiency for leasing, software and service provider contracts. The Navy is tracking hardware and software purchases in support of developing purchasing best practices and enterprise standards.

Purpose:

On 12 November 2004, ASN(RDA) directed the Navy to gain written approval from the Program Executive Office for Information Technology (PEO-IT) prior to the purchase or lease of server or application hosting services to be used CONUS ashore. The Server / Application Hosting Review and Approval Process (SAHRAP) was created by PEO-IT to review all Navy requests for purchasing or leasing of new server hardware.

The purpose of this process is to ensure that acquisition activities comply with:

- Technical requirements currently being developed by the Navy server / application hosting consolidation initiative
- Functional requirements as defined by the FAMs application consolidation guidelines
- Department of Navy IT mission objectives by:
  - Supporting the Navy Server Consolidation / Application Hosting Strategy
  - Providing input to the development of the business case for Server Consolidation and other IT activities.
- Current acquisition practices for server hardware and application hosting services

SERVER / APPLICATION HOSTING REVIEW AND APPROVAL PROCESS

Scope:

This process includes all servers in the Navy with the exception of servers supporting the following:

- Top Secret information
- Compartmentalized information
- Cryptological activities related to National Security Systems
- Afloat activities
- OCONUS activities

Process Description:

This activity requires the establishment of the following products:

- **Server Configuration and Technology Guidelines** developed by ASN(RDA) CHENG
- **Navy Enterprise Server Consolidation Applications Hosting Strategy** developed by ACNO-IT
- **Functional Applications Requirements Guidelines** developed by FAMs

It also establishes the SAHRAP governance, member responsibilities, and identifies the process for conducting the server / application hosting request review and approval.

The primary function of the SAHRAP is to review, and either approve or disapprove server / application hosting requests. The SAHRAP reviews all purchase request compliance with Navy server technical guidance, the FAMs functional applications guidelines and the Navy Enterprise Server Consolidation / Application Hosting strategy. A request can consist of more than one server as long as the servers are part of a specific application or consolidation initiative. These requests are submitted online and entered into the SAHRAP database which tracks the analysis, review, approval, and potential appeal process. The Echelon II CIO office, or in the case of programs not supported by an Echelon II CIO, the Program Management office, will initiate all server review requests. Before submitting a server purchase request for review, the CIO Office or Program Manager will:

- Review and approve all requests from the Echelons III / IV within their organizations (Echelon II only)
- Confirm with FAMs that the request is in compliance with the FAMs application guidelines
- Develop an initial business case or mission requirements cost and initial savings

The financial information captured during this process will be used to track new Navy server / application hosting expenditures.

Review Criteria:

The following criteria will be used to review requests for server purchases or leases, or application hosting services:

- Compliance with current server hardware, server maintenance and application hosting services acquisition processes
- Conformance to technical and strategic guidelines / technical risk
- Conformance to functional application requirements / functional risk
- Favorable impact on the Navy Enterprise Server Consolidation Initiative

The review criteria will be further refined as experience with the review increases and new information regarding any of the above factors is obtained. Requests will be reviewed against applicable, current requirements as listed above. All requests will be evaluated against documents current and approved at the time of review.

Responsibilities:

ASN(RDA) has designated the PEO-IT as the *sole* authority for approval of server purchasing or leasing requests. PEO-IT's SAHRAP responsibilities are:

- Promote server configuration guideline compliance
- Timely review of requests for server / application hosting purchases and leases
- Compare the requested server configuration(s) and initial business case or cost / savings information against the server / application hosting consolidation configuration guidelines and current Enterprise strategy for server consolidation / application hosting
- Ensure that allowed activities include deliverables to further the overall DON Server Consolidation approach
- Propose alternative server configuration recommendations if the requested configuration is not compliant with the server consolidation guidelines
- Provide alternative acquisition recommendations if the alternatives provide better value to the government
- Contact appropriate Business/ Technology Authorities for guidance, as required
- Approve or disapprove purchase requests
- Determine appeals or re-submissions of disapproved requests
- Develop and maintain the following reports:
    - Executive Summary Reports
    - Server Request Status Reports
    - Financial Reporting – Financial Information tracking of newly approved server / application hosting purchases, leases and maintenance contracts
- Provide a follow-up questionnaire with approved requests for organizations to provide information on actual experiences with the requested effort

Roles and Responsibilities

Role	Responsibility
PEO-IT SAHRAP Advisory Board Chair	• Presides and oversees the SAHRAP program governance • Makes Final Appeal approval/ disapproval decision
PEO-IT SAHRAP Advisory Board	• Reviews all appeals • Provides recommendations for Final Appeal Determinations for the PEO-IT
PEO-IT Review Group	Monitors, tracks and manages the overall SAHRAP governance process for compliance Ensures that configuration guidelines and performance metrics are enforced Approves or disapproves purchase requests based upon the findings of the Technical Analysis Group Represents the interests or position of the Navy by reviewing and approving or disapproving Server / Application Hosting Request Appeals Reviews Final Appeal Recommendations with PEO-IT SAHRAP Advisory Board Forwards all forms and findings to EII CIO or Program Manager
PEO-IT Technical Analysis Group	Receives, logs, reviews and tracks server requests and appeals to the completion of the process Analyzes requests for compliance Develops and proposes alternate server configuration – if requested server configuration is not compliant Makes recommendations for approval or disapproval Forwards findings to the PEO-IT Review Group for approval or disapproval Forwards Deliverables Package to EII CIOs or Program Manager
Echelon II CIO / Program Manager	Focal point of all Echelon II requests Obtains FAM request approval Develops BCA results, savings results Reviews Echelon II requests before submission Submits appeal for final determination
ACNO - IT	• Responsible Authority for the development and the updating of the **Navy Enterprise Server Consolidation and Application Hosting Technical Strategy**
SPAWAR / ASN(RDA) CHENG	• Responsible Authority for the development and the updating of the **Server Configuration and Technology Guidelines**
FAMs	Review the requested purchase / lease or application hosting request and provide recommendation for approval / disapproval based on FAMs application guidelines
NETWARCOM	Responsible Authority for developing and updating of the **Functional Applications Requirements Guidelines**

Advisory Board:

The SAHRAP Advisory Board will be chaired by the PEO-IT and comprised of the following:

PEO-IT Advisory Board Chair - Final Approval/ Disapproval	
Advisory Board Members:	**Other potential attendees:**
- PEO-IT Reviewers	- EII CIO / Program Manager
- ACNO - IT	- RDA Cheng
- NETWARCOM	- NMCI
- Finance (FMB, N6/7, or N8)	- PEO(C4I)

Input (input via web):

Products	Product Reference or Description
Server Review Request	Echelon II CIO / Program Manager contact information and a description of request, etc.
Initial Business Case or Cost and Savings Estimates	Initial costs estimates, projected savings for purchase/ lease of servers or application hosting services, etc.
Server Configuration(s)	Proposed server configuration(s) information
Appeal for Final Determination	Modified configuration(s) that now conform to Server Consolidation and / or FAMs standards or "Mission-Critical" justification for non-conformance

Output:

Products	Product Reference or Description
Review, Recommendation and Approval	Analysis findings and recommendations
Appeal for Final Determination Form	PEO-IT Final Determination of appeal and determination explanation
Deliverables Package	Documented by CIO / Program Manager after approved server implementation to identify actual costs savings and business benefits, etc.
Summary Reports/ Presentations	Internal summary status reports and presentations
Financial Summary Reports	Tracking reports for server capital, leasing and maintenance contracts

Process Measures/ Service Level Agreements:

All activities and service levels will be tracked through the Server / Application Hosting Review and Approval Process (SAHRAP) tracking database.

The following Service Levels are defined to provide timely reviews and turnaround of requests:

Requests:	
1 - 5 Servers	10 Business Days
6 - 15 Servers	15 Business Days
15+ Servers	20 Business Days
Appeals:	20 Business Days

SAHRAP Start-up:

PEO-IT:

a). Establish and publish process for approving/ disapproving new server purchases or leases

b). Develop and launch SAHRAP Tools:
- Online Web front-end for user submissions
- Back-end, purchasing or financial-oriented application / database with tracking capability / reporting capability

c). Develop the SAHRAP Forms
- Develop Request, Cost Analysis and Configuration Forms
- Develop the Deliverables package
- Internal governance approval and tracking processes
- Internal tracking / reporting tools / database

d). Identify Technical Review and PEO-IT review and governance resources
- Technical team, office space with phone, printers, etc.
- PEO-IT resources who will have review, authorize, and approval authority
- The PEO-IT SAHRAP Advisory Board members

e). Long-Term:
- Process for incorporating SAHRAP into other strategic initiatives such as Enterprise Server Consolidation and IT Asset Management
- Update guideline documents, forms, and processes as needed

SPAWAR / ASN(RDA) CHENG:
Establish and publish the **Server Configuration and Technology Guidelines.** This document will establish acceptable server / application hosting configuration guidelines for:
- Server hardware and server operating systems
- Server back-up and recovery systems
- Server monitoring or management tools

ACNO - IT:
Establish and publish the **Navy Enterprise Server Consolidation and Applications Hosting Strategy Document**

SAHRAP Review Process

Echelon II CIO Office / Program Manager Submits Requests

The cognizant Echelon II CIO office / Program Manager, if not supported by an Echelon II CIO, will initiate server review requests. Before submitting a server purchase request for review, the CIO Office / Program Manager will:

a) Review all requests for conformance to technical and strategy guidelines
b) Confirm the request is approved with the FAMs application guidelines
c) Developing an initial business case or cost / savings drivers
d) Submits request using the online forms

2. Initial Review of Submitted Requests

Server requests are internally reviewed and submitted by the EII CIO / Program Manager using the Server / Application Hosting Requests on the PEO-IT website.

The Technical Analyst:

a) Monitors the SAHRAP database for new online server review requests
b) Reviews the Server Review Request Form, initial business case or cost information and the Server Configuration(s) form for completeness
c) Contacts EII CIO / Program Manager for missing information if not complete – place request on hold
d) Updates any missing information
e) Flags the request as complete and ready for analysis

3. Request Analysis

The Technical Analyst:

a) Reviews server configurations against the server consolidation configuration guidelines
b) Determines if the configurations are consistent with the server / application hosting consolidation guidelines and Navy Enterprise Server Consolidation Strategy
c) Reviews request for compliance for existing FAMs application guidelines
d) Reviews acquisition method for compliance with current acquisition guidelines / requirements
e) Analyzes the server / application hosting initial business case or in the case of mission requirements, cost components and potential savings
f) Proposes alternative design if not compliant with the server / application hosting consolidation guidelines
g) Provides alternative acquisition methods if favorable to the Government
h) Reviews non-compliancy with EII CIO / Program Manager and proposes alternative server configuration
i) Documents analysis and findings in the Server Review Request form and forwards to the assigned PEO-IT Reviewer

4. Request Approval/ Disapproval

The PEO-IT Reviewer:

a) Reviews the Server Review Request Analysis findings and recommendations
b) Determines if the request is consistent with NAVY interests
c) Approves or Disapproves the request
a) Documents ruling in the Server Review Request form and forwards determination to the EII CIO / Program Manager.

5. Appeal Review

An appeal process is available to the EII CIO / Program Manager if the request is disapproved or if the EII CIO / Program Manager disagrees with a proposed server configuration that is compliant. The EII CIO / Program Manager shall submit an appeal using the SAHRAP process on the PEO-IT website.

The Technical Analyst:

a) Receives and reviews the appeal and notifies the PEO-IT Reviewer of the pending appeal
b) Determines if the appeal has:
    - New / complete server configurations and analyzes them for consistency with the server / application hosting consolidation guidelines and Navy Enterprise Server Consolidation Strategy
    - New / complete business case or cost information justification for non-compliance
c) Contacts EII CIO / Program Manager for additional information, as required
d) Documents the findings on the appeal review form and forwards it along with the original Server Review Request form to the assigned PEO-IT Reviewer

The PEO-IT Reviewer:

a) Reviews the appeal and the original request against current requirements
b) Makes recommendation for approval / disapproval
c) Documents recommendations on the appeal review form
d) Reviews final appeal determination recommendation with PEO-IT SAHRAP Advisory Board members

The PEO-IT SAHRAP Advisory Board:

a) Reviews and makes recommendation for approval / disapproval
b) Submits the recommendation to the PEO-IT Advisory Board Chair

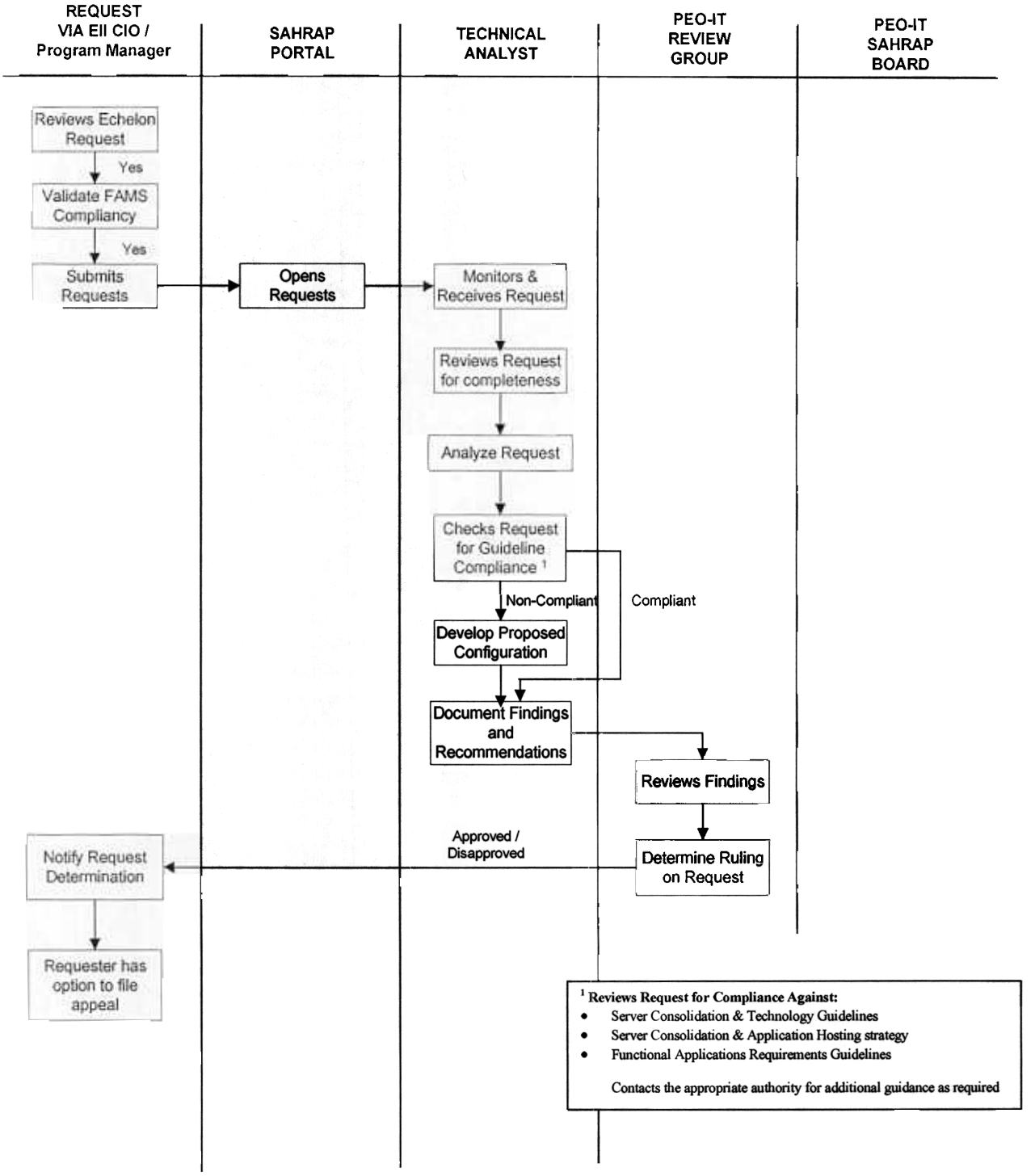
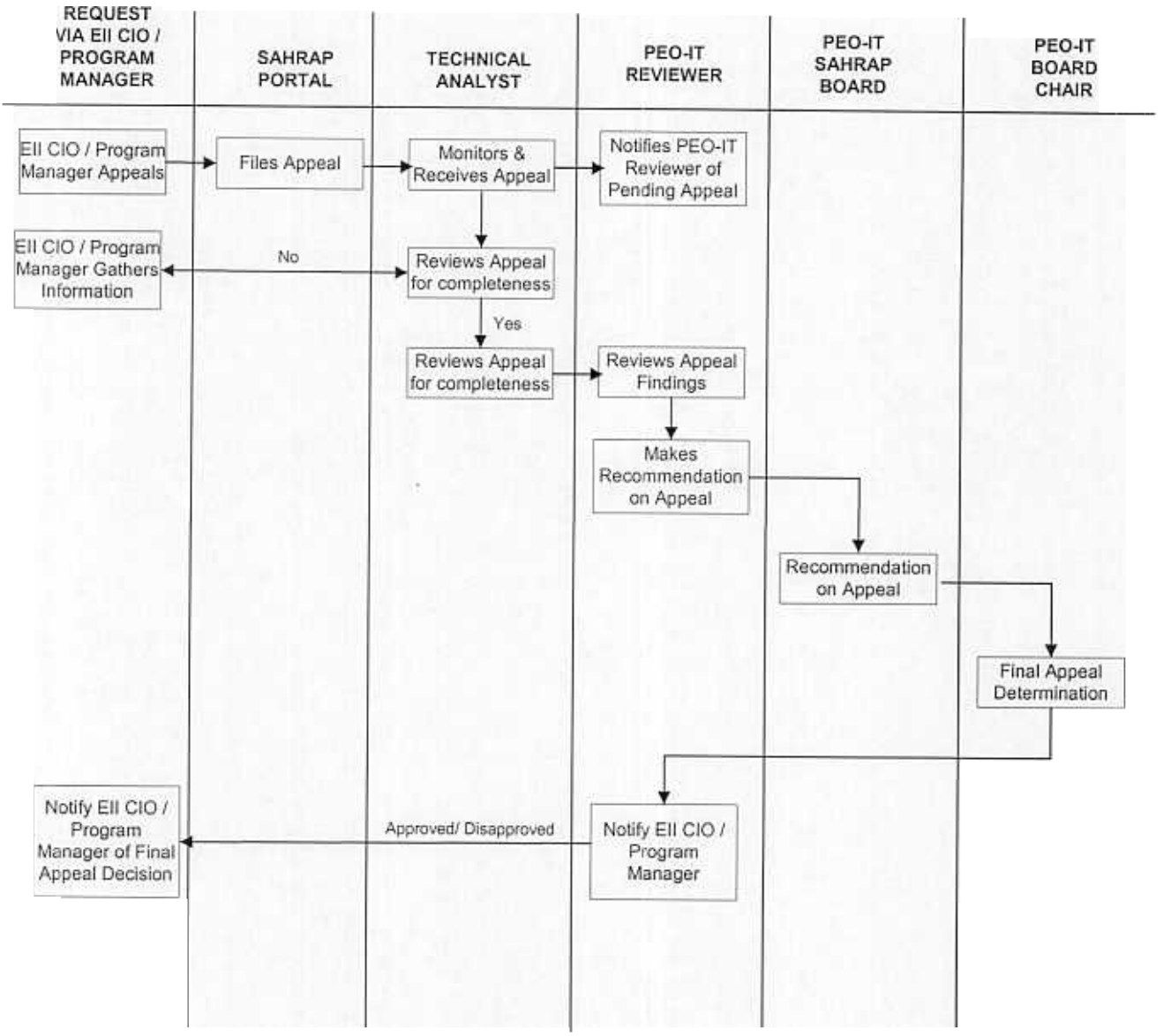
The PEO-IT SAHRAP Advisory Board Chair:

a) Reviews and makes final approve / disapprove decision
b) Forwards decision to the PEO-IT Reviewer

The PEO-IT Reviewer:

a) Notifies EII CIO / Program Manager and Technical Analyst of appeal's final determination

SAHRAP Request Process



SAHRAP Appeal Process